15 Year Warranty

Residential Wear

This warranty is given to the original purchaser of the carpet ("you", "your" or "yours") by EC Carpets ("we", "our" or "us"). Our telephone numbers and e-mail addresses appear at the bottom of this page.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is not transferable, and it is for a period of 15 years from the date of installation.

This warranty only covers the use of the carpet inside a home. It does not cover carpet used in commercial premises.

If the surface pile of the carpet suffers abrasive wear of more than 25% in the warranty period, we will choose whether we will repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area of the carpet. We will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

This warranty does not cover damage caused by failure to:

- install it in accordance with AS 2455.1:2019;
- properly look after; or
- properly maintain it.

This warranty does not cover:

- damage caused by misuse of the carpet;

- carpet on stairs;
- damage caused by neglect or negligence; or
- consequential loss.

If you want to make a claim under this warranty you must contact us in writing stating:

- when you bought the carpet;
- who you bought it from;
- who installed it; and
- details of the alleged fault or defect.

You must also provide us with your contact details and proof of purchase (a receipt of invoice).

We will then contact you and you will need to give us access to the place where the carpet is installed so that we can inspect the alleged fault or defect.

Once we have inspected the carpet, we will tell you whether or not we accept your claim.

The rights given to you under this warranty are in addition to other rights and remedies available to you under the Australian Consumer Law.